



Governor's Council on 2-1-1

Meeting: June 2, 2004 (10:30 A.M.)

Subject: Meeting Notes – 06-2-04

I. Attendance

A. Members Present

- Chris Cummiskey, Director, Government Information Technology Agency (GITA) - Chair
- John Phelps for Frank Navarrete, Office of Homeland Security
- David Berns, DES
- Cathy Eden, DHS
- Kurt Manrer for Steve Owens, DEQ
- Keely Hartsell for Lisa Glow, GOCYF
- Dennes Garrett, DPS
- Victor Mendez, ADOT
- Anthony Rodgers, AHCCCS

B. Members Absent

- David Rataczak, DEMA

C. Staff Present

- Lisa Dee Meyerson, GITA
- DJ Harper, GITA
- Lauran Wikle, GOHS
- Rebecca Jahn, GOHS
- Micheal Silva, GOHS
- Anna Shane, AHCCCS
- Steve Simonson, AHCCCS (Consultant)
- Chris Muir, GITA
- Stewart Brunner, GITA
- Gene Martel, GITA
- Tim Wolf, ADOT

D. Others Present

- Denise Lopez, IBM
- Matt Taylor, IBM
- Craig Gautschi, Accenture

- Portland Reed, 20/20
- Vivien Lattibeaudiere, 20/20
- Rick Blankenship, Cisco
- Debbie joy, Unisys
- Ron Drake, Qwest

II. Introductions and Opening Remarks – *Director Cummiskey*

On behalf of the Governor, Director Cummiskey thanked the members of the Council for contributing to the 2-1-1 project. He commented that there had been much activity on the project since the last time the Council met. The major change is the replacement of DEMA with AHCCCS in the role of operational partner.

He went on to say that GITA would continue to lead the strategic planning of the project with support of the Governor's offices of Homeland Security and Children Youth and Families, and that AHCCCS would be the leader of the operational aspects of the project.

He stated that the purpose of the meeting is to approve the Executive Summary for Phase II implementation.

III. Executive Summary Presentation: 2-1-1 Overview– *Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency*

IV. Executive Summary Presentation: Phase I– *Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency*

V. Executive Summary Presentation: Key Phase I Elements—Funding, Acquisition of Data, Content Maintenance and Updates, Outsourced Hosting – *Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency*

VI. Executive Summary Presentation: Key Phase I Elements—Competitive RFP-System Development – *Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency*

- Director Mendez: *Is there an organization that tells the 2-1-1- system where to refer people in the case of a biological emergency?*
 - Lisa Meyerson: DHS works in concert with local governments to tell people where to go. 2-1-1 will endeavor to get the most current information from DHS
- Director Mendez: *So there is already a process in place?*
 - Lisa Meyerson: We will create standards and procedures for updating the site with this type of information.

- Director Rodgers: These issues will be worked out with the developers and built into the system.
- Director Eden: (to Director Mendez) *Wouldn't ADOT get involved with relevant transportation information in the event of disaster?*
- Director Mendez: Yes. I want to make sure these types of public health decisions are made by public officials and not the database vendor.
- Director Rodgers: If an agency needs functionality, they should bring that to our attention so it can be built into the system.
- Director Cummiskey: (To Director Mendez): We will work with ADOT and the 5-1-1 system so they are compliments.
- Director Mendez: I'm less concerned with transportation issues, because we have 5-1-1, I'm more concerned with bioterrorism.
- Deputy Director Hartsell: We will develop protocols for agencies to ensure that they can quickly and accurately update the information on the 2-1-1 site.
- Director Cummiskey: We will also build Business Continuity Planning and Disaster Recovery plans into the design.
- Deputy Director Phelps: We are not looking to reinvent the wheel, we are hoping that we can link people together, not duplicate efforts.
- Director Mendez: The system should be built to support current decision making processes.

VII. General Questions/Remarks:

- Director Berns: *Is there funding in place?*
- Director Cummiskey: Yes, we have received some funding from a federal bioterrorism grant that was secured by DHS.
- Director Mendez: I like the approach we are taking. I like that vendors will be able to propose technologies based on required functionality.
- Director Garrett: *When other states have gone out to bid, who has responded and what have the responses looked like?*
- Deputy Director Hartsell: Most other states have non-profit driven systems. The vendors doing 2-1-1 in those states may not have much experience in this type of system. This will be an open RFP that will allow vendors to think outside the box and propose innovative solutions.

- Director Rodgers: *What exactly is meant when we say “broader social service reform?”*
- Deputy Director Hartsell: We want to use this a vehicle to link people with the services they need and streamline the process for getting help to people. 2-1-1 can be the gateway for social services.
- Director Eden: *Will a 2-1-1 system create any confusion or problems for 9-1-1?*
- Deputy Director Hartsell: 9-1-1 is actually looking forward to having the system online. They want to get the non-emergency calls out of their system.
- Director Cummiskey: We have to educate the public to prevent confusion.

VIII. Action Item

- Director Cummiskey: The Executive Summary has been reviewed by the Community Advisory Committee, and their requested additions have been integrated. With that, is there a motion to approve the Executive Summary?
- Director Eden: So moved.
- Director Rodgers: 2nd
- Director Cummiskey: All those in favor please signify by saying ‘aye.’ All opposed please signify by saying ‘nay.’ The ayes appear to have it, do have it, and so ordered.

IX. Concluding Remarks -- Director Cummiskey

Thank you to AHCCCS for coming onboard to the project. Now that we are underway with Phase I, Phase II planning will begin.

X. Meeting Adjourned